

Southern Cross Care

Southern Cross Care is a not-for-profit organisation offering Health and Wellness, At-Home Services, Retirement living, Residential Care and Respite for older people in South Australia and the Northern Territory. The organisation provides 17 Residential Care Homes and 36 Retirement Living villages across both South Australia and the Northern Territory as well as providing 93,508 hours of Home Support Services in 2017-18 helping over 1000 older people maintain their independence in the community.

After meeting with Red Cross in late 2018 to discuss the importance of emergency preparedness for older people; Southern Cross Care made the decision to offer education to both staff and residents on what actions they can take to be better prepared for emergencies where they may need to act quickly to protect what matters most to them and their loved ones.



In February 2019, 3 Red Cross Rediplan sessions were hosted at the Southern Cross Care community centres in Largs Bay, Plympton and Goolwa. These hour-long sessions, facilitated by trained Red Cross volunteers, aimed to build the knowledge of residents who are still living independently of what they can do to be better prepared for an emergency. The participants thoroughly enjoyed the session and appreciated receiving copies of the Rediplan to help them to improve their knowledge with practical information and tips in preparedness. Feedback from the 75 people who attended across the 3 sites was overwhelmingly positive with many comments from participants of how they were going to take actions and spread the word to their neighbours, friends and families.



To complement the sessions run for clients and residents, Red Cross also facilitated training to the Home Support staff. Providing presentations to these staff to educate them in the use of the Person Centred Emergency Preparedness toolkit, which was designed by the University of Sydney as a strengths-based toolkit to assist people living with chronic health conditions or disabilities to be better prepared for an emergency. 63 support workers received training in the use of the Person Centred Emergency Preparedness toolkit with sessions run for metro



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staff based in the East, West, South and Northern suburbs as well as an additional session with staff based on the Fleurieu Peninsula at Southern Cross Care's office in Goolwa. Of those that attended the training, the majority agreed or strongly agreed that they would feel confident to have conversations with clients and their families about improving emergency preparedness. The hope is that by providing the toolkit and a workshop on its use, the staff will feel confident to engage in conversations with clients and their families about what they would need to do to stay safe in the event of an emergency such as a house fire or natural disaster.



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